

Learn more about our Australian Cyber Security Centre

Vulnerability Disclosure Policy

The Australian Cyber Security (Security Standards for Smart Devices) Rules 2025 is a new regulation that came into effect on 4th March 2026. The policy aims to enhance product security by requiring companies to provide a straightforward method for reporting vulnerabilities and to offer updates on the timeline and status of fixes.

Warranty and Support

We offer a 2-year warranty starting from the date of purchase on the hardware of our Air Purifier, covering manufacturing flaws and failures (including security flaws in the firmware) within this period.

Security Protection Range

If a security vulnerability is discovered during the warranty period, it will be addressed pursuant to the warranty policy but without excluding other remedies available under applicable laws and regulations.

Contact Information

If you would like to report a suspected vulnerability, please email to datasecurity@vesync.com. We will acknowledge receipt of your report within 3 working days. You will receive regular updates on the progress of the report until it is resolved or further information is available. We aim to resolve confirmed vulnerabilities as quickly as possible, ensuring that fixes do not introduce new vulnerabilities or break existing functionality.

Product Security and Telecommunications Infrastructure

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Product Name	Model	Mobile App	Product Hardware Security Update Support Period	Mobile App Support Period	Statement of Compliance
Air Purifier	LAP-C301S-WAUR	VeSync	12/31/2028	12/31/2028	Click Here
Air Purifier	LAP-C302S-WAU	VeSync	12/31/2028	12/31/2028	Click Here
Air Purifier	LAP-C402S-WAU	VeSync	12/31/2028	12/31/2028	Click Here

Air Purifier	LAP-C401S-WAUR	VeSync	12/31/2028	12/31/2028	Click Here
Air Purifier	LAP-C601S Series	VeSync	12/31/2028	12/31/2028	Click Here
Air Purifier	LAP-V102S Series	VeSync	12/31/2028	12/31/2028	Click Here
Smart Tower Fan	LTF-F422S Series	VeSync	12/31/2028	12/31/2028	Click Here

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Product Name	Model	Mobile App	Product Hardware Security Update Support Period	Mobile App Support Period	Statement of Compliance
Smart Fitness Scale	FIT 8S	VeSync	12/31/2028	12/31/2028	Click Here
Smart Fitness Scale	ESF-551	VeSync	12/31/2028	12/31/2028	Click Here